Amendments to the Claims

The listing of claims will replace all prior versions, and listings of claims in the application.

1. (Currently Amended) A method of processing requests for information from ~~an information~~ a network ~~using a distributed computer system with voice recognition and audio feedback capability, wherein the computer system includes a media server, a dialog engine, and a plurality of channels coupled between the media server and the dialog engine for transmitting information between the media server and the dialog engine~~, the method comprising:

receiving user input and information regarding a user ~~in the media server via a call to~~ from a ~~telephony~~ communications subsystem;

recognizing a voice command in the user input;

requesting a dialog engine;

transmitting the recognized command to the requested dialog engine;

retrieving ~~the requested~~ information requested by the recognized command from the ~~information~~ network via the dialog engine; and

~~sharing the retrieved information between the dialog engine and the media server;~~

converting the information from text to speech format when the retrieved information is ~~arrives from the information network~~ in text format.~~; and~~

~~issuing a prompt to play the information to the user via the telephony subsystem.~~

2. (Currently Amended) The method, as set forth in claim 1, further comprising:

instantiating a session object ~~in the media server~~, wherein the session object ~~is operable to~~ performs one or more operations in the group of operations including:

~~place another~~ placing a second call;

~~cancel~~ canceling a call;

~~drop~~ dropping one or more calls in the session;

~~transfer~~ transferring a call;

~~append~~ appending the prompt;

~~play~~ playing accumulated prompts; and

~~initiate~~ initiating voice recognition.

3. (Currently Amended) The method, as set forth in claim 1, further comprising:

instantiating a session object ~~in the media server~~, wherein the session object ~~is operable to create:~~ performs the operation of creating a channel.

~~a Play Media Channel;~~

~~a Record Media Channel;~~

~~a Speech Channel;~~

~~a Text-to-Speech Channel; and~~

~~a Telephony Channel.~~

4. (Original) The method, as set forth in claim 1, further comprising:

allocating a client for the session.

5. (Currently Amended) The method, as set forth in claim 1, further comprising:

receiving instructions in the form of ~~Voice XML~~ markup language ~~commands~~ documents in the dialog engine from the ~~information~~ network; and

interpreting the documents in the dialog engine to obtain interpreted instructions.

6. (Currently Amended) The method, as set forth in claim 5, further comprising:

~~interpreting the commands and forwarding~~ receiving the ~~information~~ interpreted instructions ~~to the media server~~ for execution.

7. (Currently Amended) The method, as set forth in claim 1, wherein the computer system includes a plurality of dialog engines ~~and a plurality of media servers~~, further comprising:

creating a broker; and

distributing the processing load across the dialog engines.

8. (Currently Amended) The method, as set forth in claim 2, further comprising:

validating the user information; and

transmitting a second prompt to continue the session once the user information has been validated.

9. (Original) The method, as set forth in claim 1, further comprising:

transmitting an append prompt request ~~from the media server~~ to the dialog engine.

10. (Currently Amended) A system for processing voice requests from a user for accessing information on a computerized network and delivering information from a script server and an audio server ~~in the network in audio format~~, the system comprising:

a voice user interface subsystem including:[[;]]

a dialog engine, wherein the dialog engine is operable to interpret requests from users from the user input, communicate the requests to the script server and the audio server, and receive information from the script server and the audio server;

a media communications ~~telephony services (MTS)~~ server, wherein the ~~MTS~~ media communications server is operable to receive user input via a communication system, and to transfer at least a portion of the user input to the dialog engine; and

a broker coupled between the dialog engine and the ~~MTS~~ media communications server, wherein the broker is operable to establish a session between the ~~MTS~~ media communications server and the dialog engine.

11. (Original) The system, as set forth in claim 10, wherein the broker is further operable to distribute a processing load across two or more of the dialog engines.

12. (Currently Amended) The system, as set forth in claim 10, wherein the dialog engine handles a plurality of sessions with ~~one or more of the MTS servers~~ the media communications server.

13. (Currently Amended) The system, as set forth in claim 10, wherein the information from the script server is transmitted in ~~voice extensible~~ markup language scripts.

14. (Original) The system, as set forth in claim 10, wherein the information from the audio distribution server is transmitted in audio file format.

15. (Currently Amended) The system, as set forth in claim 10, wherein the ~~MTS~~ media communications server includes a text to speech service provider.

16. (Currently Amended) The system, as set forth in claim 10, wherein the ~~MTS~~ media communications server includes a communications ~~telephony~~ service provider.

17. (Currently Amended) The system, as set forth in claim 16, further comprising a ~~telephony~~ communications channel coupled between the ~~telephony~~ communications service provider and the dialog engine.

18. (Currently Amended) The system, as set forth in claim 10, wherein the ~~MTS~~ media communications server includes a media service provider.

19. (Original) The system, as set forth in claim 18, further comprising a play media channel coupled between the media service provider and the dialog engine.

20. (Original) The system, as set forth in claim 18, further comprising a record media channel coupled between the media service provider and the dialog engine.

21. (Cancelled)

22. (Currently Amended) The system, as set forth in claim ~~21~~ 15, further comprising a text to speech channel coupled between the text to speech service provider and the dialog engine.

23. (Currently Amended) The system, as set forth in claim 10, wherein the ~~MTS~~ media communications server includes a speech recognition service provider.

24. (Original) The system, as set forth in claim 23, further comprising a speech channel coupled between the speech recognition service provider and the dialog engine.

25. (Original) The system, as set forth in claim 23, wherein the speech recognition service provider includes a grammar list, and the speech recognition service provider identifies key words in the user input according to the grammar list.

26. (Original) The system, as set forth in claim 25, wherein the speech recognition service provider is operable to transmit recognized commands to the dialog

engine, and the dialog engine is operable to control output of the scripts to the user based on the user's input.

27. (Currently Amended) A computer program product for recognizing commands from user speech input, for accessing information from a network, and for presenting the information in audio format, the product comprising:

dialog engine instructions operable to interpret commands from the user input, request the information from a server in the network, and receive the information from the server;

media ~~telephony~~ communications services ~~(MTS)~~ instructions operable to receive user input via a communication system, and to recognize the commands from the user input, and transfer the commands to the dialog engine; and

broker instructions operable to establish a session between the ~~MTS~~ media communications server ~~instructions~~ and the dialog engine ~~instructions~~.

28. (Currently Amended) The program product, as set forth in claim 27, wherein the dialog engine instructions handle a plurality of sessions with one or more sets of the ~~MTS~~ media communications instructions.

29. (Original) The program product, as set forth in claim 28, wherein the broker instructions are further operable to distribute the sessions across two or more sets of the dialog engine instructions.

30. (Currently Amended) The program product, as set forth in claim 27, wherein the dialog engine instructions are operable to request information from the server ~~is transmitted~~ formatted in ~~voice extensible~~ markup language ~~scripts~~ documents.

31. (Currently Amended) The program product, as set forth in claim 27, wherein the ~~MTS~~ media communications instructions are operable to convert the information from text format to speech format.

32. (Currently Amended) The program product, as set forth in claim 27, wherein the ~~MTS~~ media communications instructions are operable to interface with a communication system.

33. (Currently Amended) The program product, as set forth in claim 27, wherein the ~~MTS~~ media communications instructions include media service provider instructions.

34. (Currently Amended) The program product, as set forth in claim 27, wherein the ~~MTS~~ media communications instructions include a grammar list of the commands that can be recognized from the user input.

35. (Currently Amended) The program product, as set forth in claim 34, wherein the ~~MTS~~ media communications instructions are operable to transmit recognized commands to the dialog engine, and the dialog engine instructions are operable to control output of the scripts to the user based on the user's input.

36. (New) The method, as set forth in claim 3, wherein the channel is selected from the group consisting of:

a Play Media Channel;

a Record Media Channel;

a Speech Channel;

a Text-to-Speech Channel; and

a Communication Channel.

37. (New) The method, as set forth in claim 1, further comprising:

issuing a prompt to play the information to the user via the communications subsystem.